

HANDOUT F PERFORMANCE CHALLENGES

Service Delivery Components	Rating (Scale 1-10)	List your Local Area/Organization's Strengths and Weaknesses for Each Component
Recruitment <ul style="list-style-type: none"> • Marketing • Customer participation • User-friendly intake 		Strength(s): Weakness(es):
Service Plans <ul style="list-style-type: none"> • Assessment • Goal setting • Career exposure • Customer involvement 		Strength(s): Weakness(es):
Relationships <ul style="list-style-type: none"> • Culture of trust • Focus on customer strengths • Promote employment responsibility • Group activities 		Strength(s): Weakness(es):
Employer Linkages <ul style="list-style-type: none"> • Employer participation in delivery • Meeting employer needs • Employer leadership • Use of labor market info 		Strength(s): Weakness(es):
Credentials <ul style="list-style-type: none"> • Customer buy-in • Providers adequate • Case manager access to info • Countable credentials • Funding 		Strength(s): Weakness(es):
Connections to Postsecondary or Occupational skills training <ul style="list-style-type: none"> • Encouragement • Exposure • Agreements • Support Services 		Strength(s): Weakness(es):
Retention and Follow-up <ul style="list-style-type: none"> • Dedicated staff and funding • Intentional process • Monitor providers • Customer engagement • Adequate documentation 		Strength(s): Weakness(es):

Considering your strengths and weaknesses, what are the top challenges facing your local area/organization in delivering effective services to adults and dislocated workers?

1.

2.

3.

4.